

## **EDITED KSA LISTING**

### **CLASS: PROGRAM ADMINISTRATOR, CORRECTIONAL SCHOOL (SUP)**

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

#	Knowledge, Skill, Ability
	<b>Knowledge of:</b>
<b>K1.</b>	Advanced knowledge of attitudes, problems, behavior, techniques, methods, and trends in the treatment and training of youthful offenders in order to supervise and train staff in the treatment, training and housing of youthful offenders, etc.
<b>K2.</b>	Intermediate knowledge of principles, practices, and problems involved in managing the business management and administrative support functions of a juvenile correctional facility in order to maintain a safe and secure facility within budgetary constraints, etc.
<b>K3.</b>	Advanced knowledge of principles and practices in the administration of facilities for the treatment and training of youthful offenders in order to ensure compliance with laws, rules, regulations, Departmental policies and procedures, etc.
<b>K4.</b>	Advanced knowledge of laws, rules and regulations governing State juvenile correctional facilities in order to ensure compliance with laws, rules, regulations, Departmental policies and procedures, Title 15, etc.
<b>K5.</b>	Advanced knowledge of principles and methods used in the custody, supervision, discipline, and security of youthful offenders in order to ensure the constitutional rights of youthful offenders while maintaining a safe and secure facility, etc.
<b>K6.</b>	Intermediate knowledge of practices and techniques of recreation, academic, and vocational instruction as they relate to the training of youthful offenders in order to ensure a multi-disciplinary approach to a youthful offenders rehabilitation, etc.
<b>K7.</b>	Advanced knowledge of principles and techniques of personnel management, organization, administration, and supervision in order to ensure compliance with laws, rules, regulations, Departmental policies and procedures, Memorandum of Understanding (MOUs), etc.
<b>K8.</b>	Intermediate knowledge of principles and practices of the Department's labor-management relations policies including the administration of collective bargaining agreements and grievance handling in order to comply with laws, rules, regulations, Departmental policies and procedures, MOUs, etc.
<b>K9.</b>	Intermediate knowledge of the Public Safety Officers Procedural Bill of Rights Act in order to assist in the process of investigatory interviews, inquiries, and/or State Personnel Board appeals, etc.
<b>K10.</b>	Advanced knowledge of a manager/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, etc. in order to maintain a work environment that is safe and free of discrimination and harassment, etc.
<b>K11.</b>	Advanced knowledge of organization and functions of the Juvenile Justice Division and the Board of Parole Hearings Juvenile Division in order to ensure the constitutional rights of youthful offenders and to meet the rehabilitative goals and mission of the Department, etc.

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#	Knowledge, Skill, Ability
<b>K12.</b>	Advanced knowledge of the Departmental and institutional policies, relative to the Ward Rights Program (DDMS and Ward Grievance Procedures) in order to ensure the rights of the youthful offenders and to comply with laws, rules, regulations, Departmental policies and procedures, etc.
<b>K13.</b>	Advanced knowledge of the supervision principles and techniques (e.g., staff development, training, etc.) in order to maintain a positive, cohesive, and productive work force, etc.
<b>K14.</b>	Intermediate knowledge of psycho-social dynamics of youthful offenders and their families in order to appropriately rehabilitate (e.g., proper placement, develop programs, treatment planning, etc.) for youthful offenders, etc.
<b>K15.</b>	Intermediate knowledge of training principles and techniques in order to appropriately train staff, etc.
<b>K16.</b>	Intermediate knowledge of personnel programs (e.g., FMLA, EAP, etc.) in order to communicate and educate staff, etc.
<b>K17.</b>	Intermediate knowledge of personal computers/word processing systems/ databases in order to produce various written documents, charts, statistical reports, etc.

	<b>Skill to:</b>
<b>S1.</b>	Skill in formulating programs for the treatment, training, custody, discipline, and welfare of youthful offenders applying current principles, techniques, and trends in the development of treatment programs for youthful offenders
<b>S2.</b>	Skill in interpreting and applying laws, rules, regulations, Departmental policies, and procedures, court orders, bargaining unit agreements, etc. in order to comply with laws, rules, regulations, MOUs, respond to employee grievances, etc.
<b>S3.</b>	Skill in reviewing youthful offender case histories and interpreting content to staff in order to develop an individual treatment plan, etc.
<b>S4.</b>	Skill in coordinating the custody and treatment programs in order to develop a normative culture conducive to rehabilitation, etc.
<b>S5.</b>	Skill in working effectively with others (e.g., staff, youth, families, volunteers, etc.) from diverse racial, ethnic, and cultural backgrounds in order to develop a normative culture conducive to rehabilitation, sensitive to specific needs of each youthful offender, etc.
<b>S6.</b>	Skill in planning, directing, organizing, and integrating the business management and administrative support functions within a State juvenile correctional facility in order to maintain a safe and secure facility within budgetary constraints, etc.

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<b>S7.</b>	Skill in analyzing data and situations accurately in order to draw logical conclusions and implement an effective course of action, etc.
<b>S8.</b>	Skill in presenting ideas and information in order to engage others through effective communication, etc.
<b>S9.</b>	Skill in establishing and maintaining priorities in order to ensure effective use of time and resources and maximum productivity, etc.
<b>S10.</b>	Skill in planning, organizing, and directing the work of others in order to ensure a quality product, effective use of time and resources and maximum productivity, etc.
<b>S11.</b>	Skill in training subordinate staff in order to ensure effective delivery of treatment programs, rehabilitative services, etc.
<b>S12.</b>	Skill in supervising subordinate staff performance, providing guidance when necessary and if needed discipline, etc.
<b>S13.</b>	Skill in gaining the confidence and eliciting the respect of others (e.g., staff, youthful offenders, families, public agencies, etc.) in order to maintain credibility and a positive and safe work environment, and establish and maintain cooperative working relations with others
<b>S14.</b>	Skill in effectively negotiating in order to effectively represent the Department's position on collective bargaining agreements, etc.
<b>S15.</b>	Skill in effectively promoting equal opportunity (EEO) in employment in order to maintain a work environment that is free of discrimination and harassment, etc.
<b>S16.</b>	Skill in developing meaningful ways in order to effectively involve volunteers in rehabilitative programs of the youthful offenders, etc.
<b>S17.</b>	Skill in the use of personal computers/word processing systems/databases in order to create reports, various written documents, input and retrieve information, etc.
<b>S18.</b>	Skill in assessing/analyzing emergency situations and taking timely appropriate action in order to minimize risk to others and expedite response, etc.
<b>S19.</b>	Skill in effectively promoting The Americans with Disabilities Act (ADA) within the Division of Juvenile Justice in order to maintain a work, housing, and program environment that is accommodating to individual needs, etc.

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	<b>Special Personal Characteristics:</b>
<b>SPC1.</b>	Emotional maturity and stability in order to provide a positive example to staff and youthful offenders, effectively problem solve and communicate with others, etc.
<b>SPC2.</b>	High moral standards in order to increase credibility, etc.
<b>SPC3.</b>	Continuing satisfactory record as a law-abiding citizen in order to improve public perception and increase credibility, etc.
<b>SPC4.</b>	Demonstrate leadership ability in order to provide a positive example to staff and youthful offenders, effectively problem solve and communicate with others, carry out the mission and vision of the Department, etc.
<b>SPC5.</b>	Tact in order to effectively communicate with others, etc.
<b>SPC6.</b>	Patience in order to effectively engage with others and problem solve, improve productivity and decision making, etc.
<b>SPC7.</b>	Reliability in order to effectively operate the juvenile facilities, carry out the mission and vision of the Department, etc.
<b>SPC8.</b>	Respect for the dignity of individuals in order to create a positive work environment that values the rights of others, etc.
<b>SPC9.</b>	Empathy for and an objective understanding of the problems of youthful offenders in custody and a concern for their treatment and training in order to carry out the mission and vision of the Department, create a treatment oriented environment, etc.
<b>SPC10.</b>	Acceptance of the diverse racial, ethnic and cultural groups represented by the youthful offenders in custody in order to create a treatment oriented environment that recognizes the values of diversity of others, etc.

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	<b>Working Conditions:</b>
WC1.	Willingness to work in a correctional setting.
WC2.	Willingness to work various hours, holidays and on call Executive Officer (EO) and to report for duty at any time an emergency arises or as needed.
WC3.	Willingness to travel throughout the state and in isolated areas for short periods (e.g., two to three days at a time) and/or extended periods of time (e.g., five or more days at a time).
WC4.	Willingness to submit to random drug screening tests.
WC5.	Willingness to abide by and adhere to departmental safety and security policies and procedures/provisions applicable to specific work tasks performed.
WC6.	Willingness to accept constructive criticism and corrections in order to work cooperatively with others.
WC7.	Willingness to comply with tuberculosis screening requirements.
WC8.	Willingness to consistently demonstrate the following characteristics during employment with the California Department of Corrections and Rehabilitation: reliability, punctuality, honesty, integrity, empathy towards others, and maintain a calm and professional demeanor without extreme emotional reactions.
WC9.	Willingness to have and maintain a neat personal appearance and hygiene.
WC10.	Willingness to interact professionally by promoting positive, collaborative, working relations among others (e.g., public, contract staff, youthful offenders, and other agency personnel) from a wide range of cultural backgrounds in the course of completing work tasks and assignments.
WC11.	Willingness to participate in departmental legal activities (e.g., expert witness, defendant, material witness, etc.)
WC12.	Willingness to provide instruction or oversight regarding departmental policies, procedures, standards, and practices to others (e.g., employees, outside consultants, and/or members of the public, etc.)
WC14.	Willingness to respond to changes in the workplace in a positive, professional manner.
WC15.	Willingness to work in a team environment, including inter-disciplinary teams with other professional staff to complete assigned work tasks.
WC16.	Willingness to accept calculated risks and make necessary decisions.

\* Subject Matter Experts did not rate the Working Conditions but agreed that all of them were necessary to work as a Program Administrator, Correctional Schools (Supervisory)

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